

# Achieving Success Through Exceptional Service

These days, customer patience seems to be in short supply, while customer expectations appear to be higher than ever. Businesses that provide exceptional experiences are much more likely to create long-term relationships based on satisfaction, trust and mutual respect. The focus of this interactive, high-energy workshop is on helping you gain a deeper understanding of the core elements of exceptional service, and to understand why it is so critical to the success of your business.

## THE WORKSHOP WILL ALLOW YOU TO:

- Explore the impact of your attitude on the level of customer service you deliver;
- Assess your customer service strengths and growth opportunities;
- Discuss and practice key communication skills required for providing exceptional service;
- Improve your ability to identify and effectively address customer needs and expectations;
- Develop a higher comfort level for resolving service issues and handling challenging customers;
- Understand the importance of taking initiative and following through on commitments made to your customers.

## ABOUT YOUR INSTRUCTOR

Mark Toombs has over 20 years of retail sales, customer service and training experience. Mark has worked with companies such as American Greetings, Bright House Networks, Darden Restaurants, and the cities of Ponce Inlet and Ormond Beach to help them improve their customer service.



## Workshop Schedule

**Date:** Thursday, March 28, 2013

**Time:** 1-5 p.m. or 5:30-9:30 p.m.

**Location:** City of Deltona City Hall Business Assistance Center (Rm. 151) 2345 Providence Blvd., Deltona

**Fee:** \$65

## Registration Information

To register for this course, contact Daytona State College at (386) 506-4224 or [parkerj@DaytonaState.edu](mailto:parkerj@DaytonaState.edu). We accept checks or credit cards (MasterCard, VISA).



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